

Missouri Statewide Health Information Exchange

Business & Technical Operations Workgroup

Jefferson City, MO
December 3, 2009



Agenda

Topic	Facilitator(s)	Time
Welcome & Introductions	Co-Chairs	15 minutes
HIE & HITECH Opportunities	Co-Chairs & Manatt	15 minutes
Project Overview <ul style="list-style-type: none">➤ Workgroup Framework➤ Timeline➤ Tasks	Co-Chairs & Manatt	20 minutes
Strategic Plan Components	Co-Chairs & Manatt	15 minutes
Considerations & Key Questions	Co-Chairs	40 minutes
Next Steps	Co-Chairs & Manatt	15 minutes

Welcome & Introductions

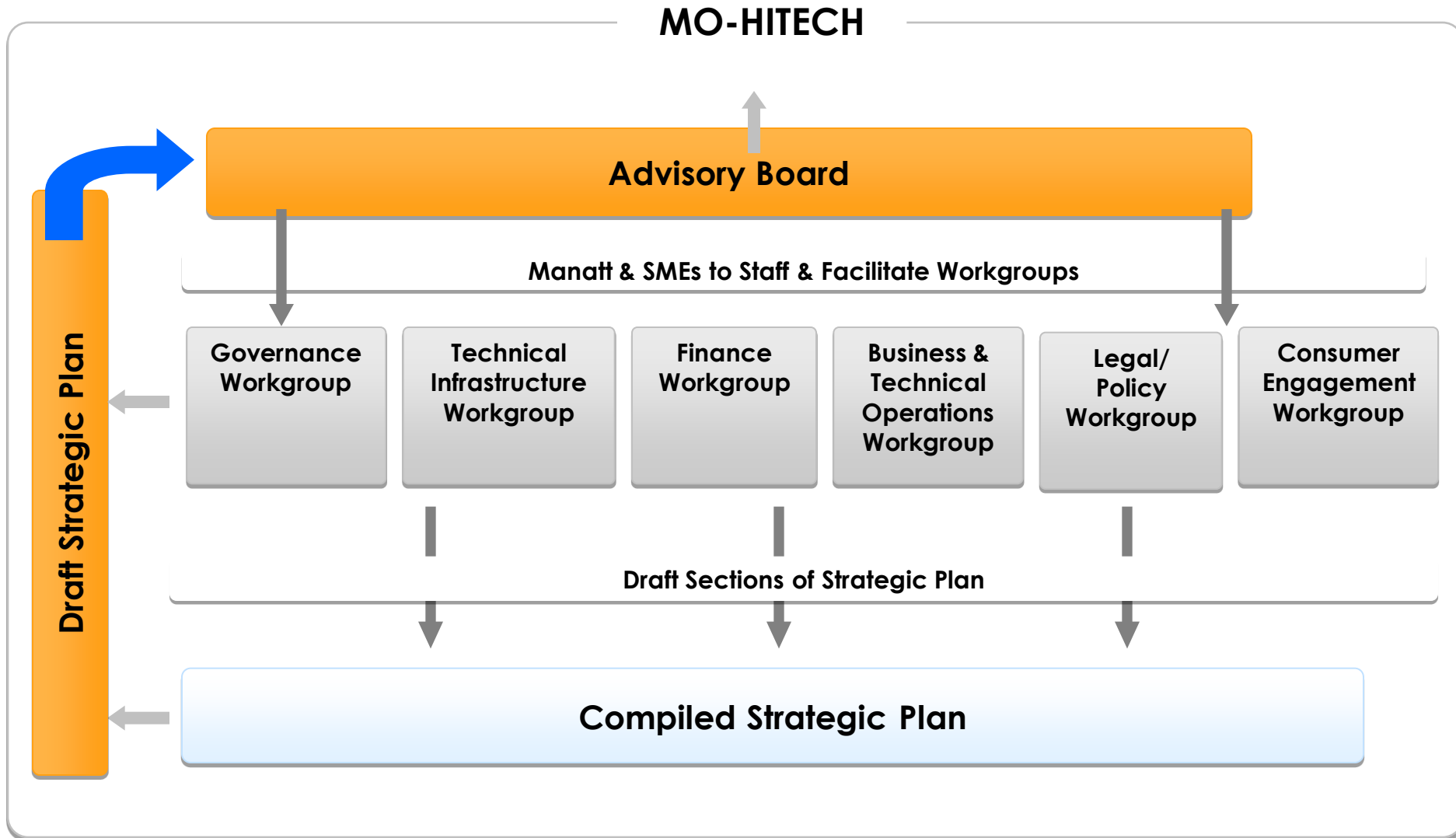
➤ Co-Charis

- Karl Kochendorfer, MD, University of Missouri - Columbia
- Ian McCaslin, MD, Director, MO HealthNet Division

➤ Staff

- George Oestreich, Deputy Division Director – Clinical Services MO HealthNet Division, Department of Social Services
- Tim Andrews, Senior Advisor, Manatt Health Solutions
- Kier Wallis, Senior Analyst, Manatt Health Solutions

Building the Strategic Plan – Workgroup Framework



Project Tasks & Timeline through May 2010

State HIE Grant Application

Letter of Intent Submitted

Project Initiation

Begin Landscape Assessment & Interviews

Sept Oct

- Support State application process
- Conduct stakeholder interviews

Strategic Plan

Submit Application to HHS

Executive Order 09-27

Statewide Kickoff Meeting

Nov Dec Jan 2010 Feb

- Establish MO-HITECH
- Establish Advisory Board
- Convene Workgroups
- Draft Strategic Plan
- Publish Draft Strategic Plan for Review
- Develop detailed project timeline and work plan
- Engage and educate stakeholders

Submit Strategic Plan to HHS

Publish Draft Strategic Plan for Review/Comment

Operational Plan

Submit Operational Plan to HHS

Publish Draft Operational Plan for Review/Comment

Mar April May

- Convene Advisory Board & Workgroups
- Draft Operational Plan
- Publish Draft Operational Plan for Review
- Update project timeline and work plan
- Engage and educate stakeholders

Building the Strategic Plan –Draft Timeline

Weeks	Planning	Kickoff		First Draft	Final Draft	
Nov 9	Confirm AB membership					
Nov 16	Announce Wkgps & Kickoff Meeting					
Nov 23	Finalize Kickoff Meting Materials					
Nov 30	AB – Advisory Board Wkgps – Workgroups Subject Matter Experts – SMEs	Launch AB - 12/2	Launch Wkgps -12/3			
Dec 7				Workgroups Meet Regularly & Prepare 1 st Draft of Deliverables		
Dec 14				Manatt & SMEs to Advise WKgps		
Dec 21				Draft due to Manatt & MO-HITECH: 12/23		
Dec 28				Manatt to Compile First Draft		
Jan 4 2010				First Draft distributed to MO-HITECH & AB		
Jan 11				AB to review First Draft		
Jan 18					Wkgps to Revise First Draft	
Jan 25					Manatt & SMEs to advise Wkgps	
Feb 1					Drafts due to Manatt & MO-HITECH: Feb 5	
Feb 8					Manatt to compile revised Draft & distribute to Mo-HITECH & AB	
Feb 15					AB to review revised Draft	
Feb 22					Manatt & MO-HITECH to make final revisions	
					Finalize & Submit Strategic Plan	

Building the Strategic Plan – Advisory Board and Workgroup Tasks

- **Week of November 30th: Kickoff**
 - Launch Advisory Board (December 2nd)*
 - Host statewide kickoff meeting (December 2nd & 3rd)
 - Identify key deliverables and timeline
 - Identify workgroup leadership/co-chairs
 - Assign tasks (e.g. writing, research)
- **November 30th – December 23rd: First Draft**
 - Workgroups to meet weekly or bi-weekly (as determined necessary)
 - Draft Strategic Plan content & circulate for review
 - Incorporate workgroup revisions and feedback
 - Submit for incorporation into first draft
- **December 23rd – January 15th : Fill in Gaps**
 - Work with Manatt & subject matter experts to address gaps in first draft
 - Review Advisory Board & MO-HITECH feedback
- **January 15th – February 5th: Second Draft**
 - Revise Strategic Plan content based on Advisory Board & MO-HITECH feedback
 - Submit for incorporation into second draft
- **February 5th – February 28th: Finalize Strategic Plan**
 - Workgroup Co-Chairs to work with Manatt & subject matter experts to finalize Strategic Plan content
 - Submit Strategic Plan to ONC (Target submission date: February 28, 2010)

*Advisory Board will host its second meeting after January 1, 2010.

Building the Strategic Plan: Workgroups

- **Led by appointed Co-Chairs**
- **Open membership**
- **Staff supported**
- **Areas of focus**
 - Governance
 - Finance
 - Technical Infrastructure
 - Business & Technical Operations
 - Legal/Policy/Privacy
 - Consumer Engagement
- **Meetings & frequency**
 - Kickoff meeting: December 3rd, Jefferson City
 - Workgroups will meet weekly or bi-weekly following kickoff meeting (as necessary)
 - Meetings will be accessible via teleconference, but in-person participation is recommended; all meetings will take place in Jefferson City

State HIE Grant Application: MO-HITECH Cooperative Agreement Program

- **Submitted to ONC on October 16th**
- **Proposed project will:**
 - Develop a Strategic and Operational Plan to support the development of HIE capacity and infrastructure among Missouri's health care providers
 - Be overseen by a public-private Advisory Board that will provide guidance to MO-HITECH
 - Convene collaborative public stakeholder Workgroups to inform strategy development around the key areas of
 - Governance
 - Technical infrastructure
 - Finance
 - Business and technical operations
 - Legal/Policy
 - Consumer Engagement
 - Identify how the State may leverage existing regional HIE and health IT investments, as well as investments that the State has made in its technical infrastructure
 - Be closely coordinated with Medicaid and public health stakeholders to ensure that providers of underserved populations are able to participate in HIE and achieve meaningful use of EHRs

State HIE Grant Application: Business & Technical Operations

- The Workgroup will be charged with
 - Determining clinical priorities for statewide HIE efforts, including federal meaningful use requirements.
 - Development of strategies to support HIE capacity within the state
 - Development of strategies to provide technical assistance as needed to support health IT adoption
 - Coordinating HIE efforts with Medicaid, public health, and Regional Extension Center programs to support providers in their pursuit of meaningful use
 - Overseeing the development of a formal evaluation process to assess the impact of statewide HIE and related activities in Missouri
 - Prioritizing and supporting efforts to conduct baseline and ongoing metrics within the five domains to ensure accountability and proper reporting in alignment with ONC requirements

Business and Technical Operations

The activities in this domain include but are not limited to procurement, identifying requirements, process design, functionality development, project management, help desk, systems maintenance, change control, program evaluation, and reporting. Some of these activities and processes are the responsibility of the entity or entities that are implementing the technical services needed for health information exchange; there may be different models for distributing operational responsibilities.

ONC's Achievements Expected by 2011

- **Technical Assistance:** Provide technical assistance to HIOs and others developing capacity within the state.
- **Goals, Objectives, Measures:** Set goals, objectives and performance measure for HIE reflecting consensus among stakeholder groups, accomplish statewide coverage of all providers for HIE meaningful use criteria.
- **Coordination:** Ensure coordination, integration, alignment of efforts with Medicaid and public health requirements for HIE And evolving meaningful use criteria.
- **Evaluation:** Monitor and plan for remediation of the actual performance of HIE Throughout the state
- **Documentation:** Document how the HIE efforts within the state are enabling meaningful use.

Building the Strategic Plan: Workgroup Deliverables

Workgroup	Deliverables
Governance	<ul style="list-style-type: none"> ➤ Description of governance entity including membership, authority, and governance model ➤ Description of how state will address HIE accountability and transparency ➤ Description of coordination with Medicaid, federally-funded state programs, and other ARRA programs (e.g. broadband)
Finance	<ul style="list-style-type: none"> ➤ Business plan that enables financial sustainability of HIE governance and operations by 2014 ➤ Develop and update project budget
Technical Infrastructure	<ul style="list-style-type: none"> ➤ Description of how infrastructure will facilitate interoperability ➤ Description of technical approach and architecture to be used including HIE services to be offered (<i>if applicable</i>) ➤ Review and augment environmental scan of HIE
Business & Technical Operations	<ul style="list-style-type: none"> ➤ Implementation strategy to address how the state will meet meaningful use requirements ➤ Description of incremental approach for HIE services to reach all geographies and providers ➤ Identify plan and timeline for NHIN participation
Legal/Policy	<ul style="list-style-type: none"> ➤ Describe MO and interstate privacy and security issues related to HIE ➤ Describe plans to analyze and/or modify state laws ➤ Describe development of policies and procedures to foster HIE ➤ Describe the use of trust agreements (e.g. data sharing and use agreements) ➤ Describe how the state will address noncompliance with HIE policies
Consumer Engagement	<ul style="list-style-type: none"> ➤ Consumer engagement and outreach plan ➤ Develop communications and educational materials for consumers, general public, and press

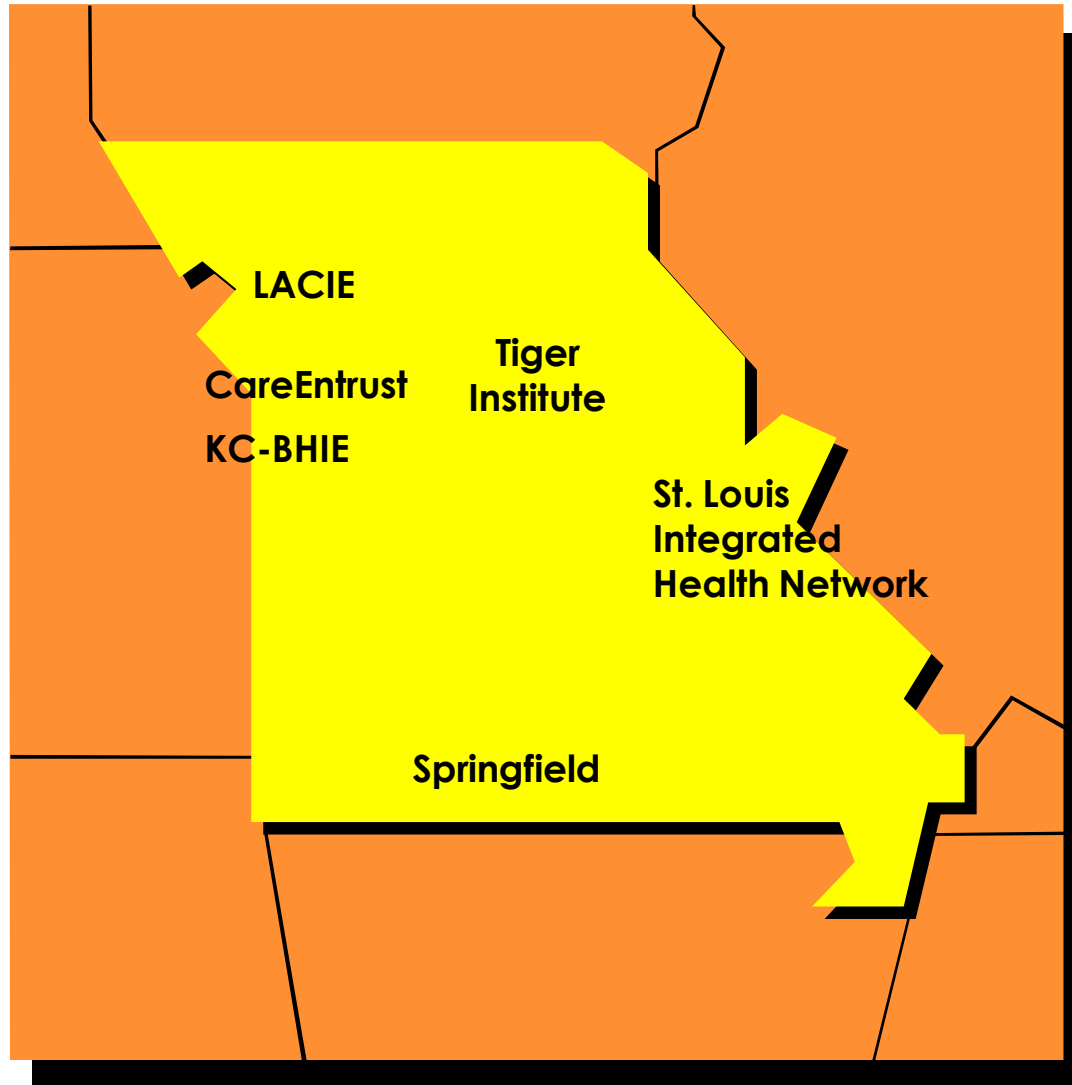
Building the Operational Plan: Workgroup Deliverables

Workgroup	Deliverables
Governance	<ul style="list-style-type: none"> ➤ Description of coordination and interdependencies with relevant ARRA programs (e.g. REC, broadband, and workforce development) ➤ Description of governance and policy structures, including their ongoing development
Finance	<ul style="list-style-type: none"> ➤ Detailed cost estimate for the implementation of the Strategic Plan ➤ Detailed schedule describing the tasks and sub-tasks to be completed, including resources, dependencies, and specific timeframes ➤ Description of proposed resolution and mitigation methods for identified issues and risks ➤ Staffing plans for the project, including project managers and description of key roles ➤ Description of activities to implement financial policies, procedures, and controls to ensure compliance with GAAP and OMB Circulars
Technical Infrastructure	<ul style="list-style-type: none"> ➤ Description of efforts to become consistent with HHS adopted interoperability standards and certification requirements as part of the planned implementation ➤ Description of the technical architecture and how its requirements will ensure statewide availability of HIE among healthcare providers, including plans for protection of health data ➤ Description of how the technical architecture will align with NHIN core services and specifications ➤ Description of technical solutions to develop HIE capacity and enable meaningful use
Business & Technical Operations	<ul style="list-style-type: none"> ➤ Project schedule describing tasks and sub-tasks to be completed to enable statewide HIE ➤ Identification and description of issues, risks, and interdependencies within the overall project ➤ Description of how the state will leverage current HIE capacities ➤ Description of state-level shared services and repositories to be leveraged (if applicable) ➤ Explanation of standard operating procedures and processes for HIE services will be developed and implemented (not required)
Legal/Policy	<ul style="list-style-type: none"> ➤ Description of how statewide HIE will comply with applicable federal and state legal policy requirements, including the process for developing and implementing policy requirements ➤ Description of interdependence of governance and oversight mechanisms ➤ Description of plans for privacy and security harmonization and plans for interstate coordination ➤ Address how state will comply with federal requirements for data protection
Consumer Engagement	<ul style="list-style-type: none"> ➤ Consumer engagement and outreach plan ➤ Communication messages and educational deliverables for dissemination

Business and Technical Operations

Business & Tech Ops	Strategic Plan
Charge	<ul style="list-style-type: none"> ➤ Develop implementation strategy for Strategic Plan ➤ Identify staffing and resource requirements for proposed project ➤ Develop strategy to support health IT and HIE adoption and meaningful use among MO providers ➤ Develop and execute evaluation of project including data collection and performance measurement
Deliverables	<ul style="list-style-type: none"> ➤ Implementation strategy to address how the state will meet meaningful use requirements ➤ Description of incremental approach for HIE services to reach all geographies and providers ➤ Identify plan and timeline for NHIN participation
Tentative Timeline (Week(s) of)	<ul style="list-style-type: none"> ➤ Dec 2 & 3: Attend Statewide Kickoff Meeting to review & confirm Workgroup charge; distribute assignments ➤ Dec. 9: Provide comments and feedback on threshold questions (above) to Workgroup staff and co-chairs; please send feedback to kwallis@manatt.com ➤ Dec. 14: Workgroup meeting to review collected feedback (Date and time TBD) ➤ Dec. 23: First draft due to MO-HITECH & Manatt ➤ Jan. 8: Manatt to distribute feedback/questions to Workgroup ➤ Jan. 11: Review draft Strategic Plan sent to Advisory Board ➤ Jan. 18 – Feb. 5: Revise draft Strategic Plan components based on Advisory Board & MO-HITECH feedback ➤ Feb. 5: Workgroup to submit updated draft ➤ Feb 5 - 28: Workgroup to meet ad hoc to address questions and revise Strategic Plan Content
Co-Chairs	Karl Kochendorfer, MD, University of Missouri - Columbia Ian McCaslin, MD, Director, MO HealthNet Division
Staff	George Oestreich, Deputy Division Director – Clinical Services MO HealthNet Division, Department of Social Services Tim Andrews, Senior Advisor, Manatt Health Solutions Kier Wallis, Senior Analyst, Manatt Health Solutions

Missouri Landscape – HIE Initiatives



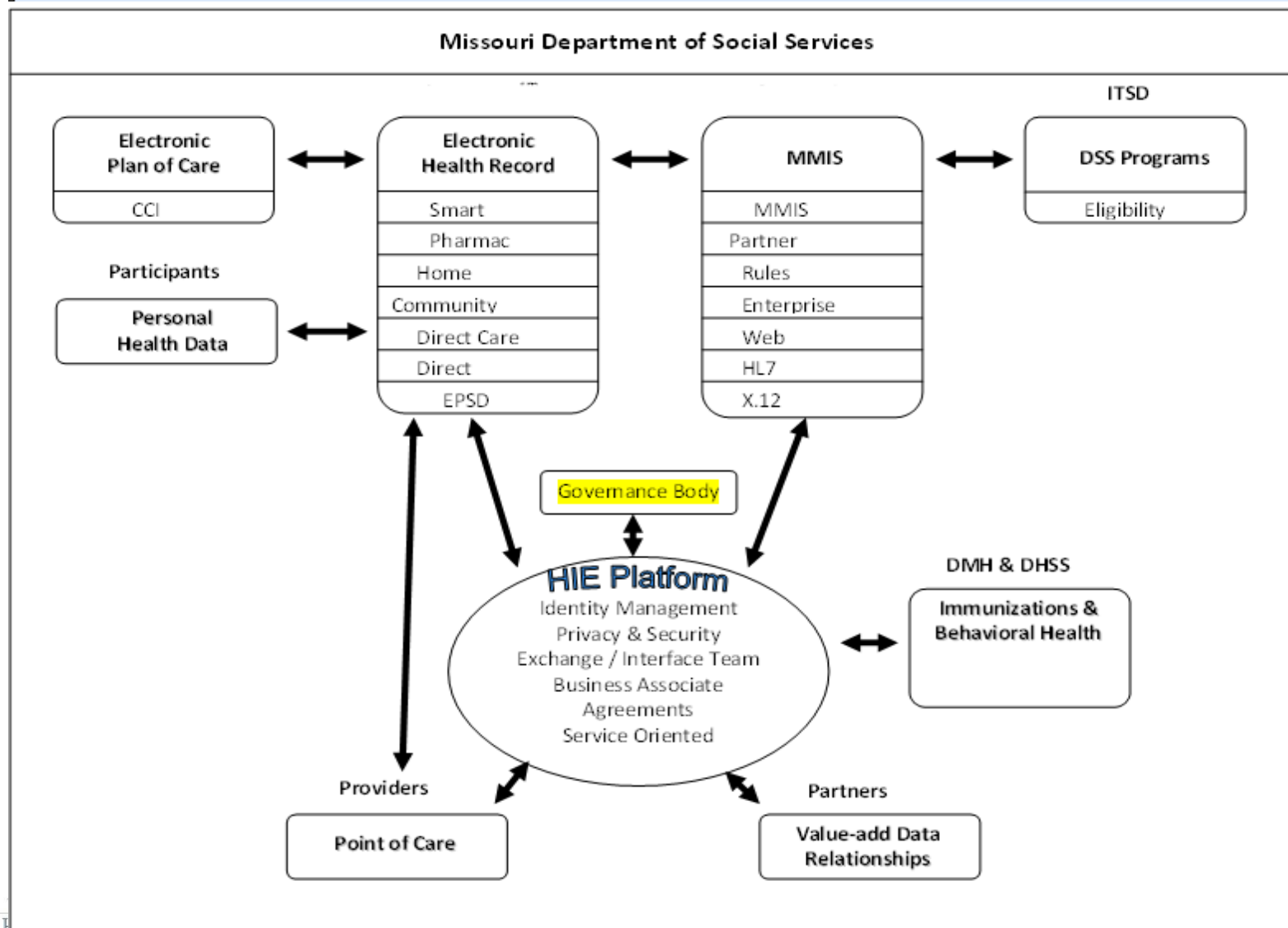
Interview Findings – HIE Initiatives Snapshot *DRAFT*

HIE	Year	Region	Org	Technology Approach	Operational* (Data Exchanged)	NHIN	Clinical Priorities	Financing to Date	Sustainability Model
CareEntrust	2007	Kansas City	501c3	Centralized	<ul style="list-style-type: none"> Centralized Claims (read-only) Self entered Clinical data (read-only on interfaces plus some direct entry) 	NA	<ul style="list-style-type: none"> Consumer access & control Provider access to clinical data at the point of care 	Employer supported (annual contributions)	Employer supported
Kansas City Bi-State HIE	2009	Kansas City (13 counties in MO; 12 in KS)	Incubated by Mid-America Regional Council	Hybrid	NA; RFP released	NA	<ul style="list-style-type: none"> Enhance access, quality, safety & the efficiency of health care 	Foundation supported	In development
LACIE	2009	St. Joseph	Subsidiary of Heartland Health; 501c3 pending	Hybrid model: Aggregated & federated	2 hospitals are exchanging data	NA	<ul style="list-style-type: none"> Clinically driven exchange Quality & safety for patients 	Heartland Health Hospital has provided funding to date	In development
Springfield – Greene County Regional Health Comm.	2009	Springfield & Greene Counties	501c3	TBD	NA	NA	<ul style="list-style-type: none"> Improve patient care through HIE Medical home 	Missouri Foundation for Health	In development
St. Louis Integrated Health Network	2003	St. Louis	501c3	Hybrid model: Aggregated & federated	Data feeds are currently in testing	NA	<ul style="list-style-type: none"> Emergency department discharge summaries & ADT data 	Hospitals and community health centers have provided funding to date	County has allocated funding; business case is in development
Tiger Institute	2009	Mid-Missouri	Subsidiary of the University of Missouri	TBD	NA	NA	In development	University of Missouri supported	In development

Missouri Landscape – Public Sector Assets

- Department of Social Services
 - MO HealthNet
 - CyberAccess© web portal
 - Care Connection
 - MO HealthNet HIE/EHR
 - Departmental Client Number (DCN)
- Department of Health and Senior Services
 - Missouri Health Strategic Information Cooperative (MOHSAIC)
 - Immunization registry
- Department of Mental Health
 - Customer Information Management, Outcomes & Reporting (CIMOR)
 - Comprehensive data warehouse from both legacy systems
historic data
- Missouri Telehealth Network (public-private)

Missouri Landscape – Relationship Diagram



Missouri Landscape – EHR Roadmap

Year	MITA 2.01 Roadmap					MITA
2012	Multi-tier Benefit Pkgs		Broader SOA Services		National Exchanges	Level 5
2011	ICD-10 Clinical Data	5010 Formats	SOA Services	Unlimited Claim Size	Regional Exchanges	Level 4
2010	Provider Web Services	Participant Web Services	Rules Engine	Broader EHR Collaboration		Level 3
2009	Workflow & Imaging	Real-time Adjudication	Browser MMIS	DB2 Solutions	ACS / EHR Exchanges	Level 3
2008	Interoperability & Standards		Modernization Applications		Modernization Infrastructure	Level 2
2007	DDI Services		IV&V Services		Modernization Planning	Level 1
2006	MITA SSA	CMS APD	State RFP	DDI Award	IV&V Award	Level 1

Discussion Questions

- What efforts can be leveraged in Missouri to support provider implementation and meaningful use of EHRs and how should they be coordinated?
 - What technical assistance should be available to those developing HIE services?
- How should the REC activities be coordinated with and relate to
 - the statewide HIE initiative ?
 - Medicaid EHR incentive program?
 - Other ongoing efforts?
- How should additional funding provided through EHR incentive funds and 90/10 Medicaid administration match be used to support EHR adoption efforts and the statewide HIE initiative.
- How will Missouri prioritize Medicaid and Medicare providers who qualify for meaningful use incentives?
- What percent of health care providers have access to broadband? What will be needed to enable remaining providers to access broadband?
- What statewide shared services or other statewide technical resources may be developed and implemented to address business and technical operations?
- What mechanisms should be established to evaluate outcomes and what entity should be charged with this responsibility?

Next Steps

- **Review Application & Project Narrative**
 - <http://dss.missouri.gov/hie/files/pca-project-narrative.pdf>
- **Review Strategic Plan requirements**
 - Funding Opportunity Announcement:
http://healthit.hhs.gov/portal/server.pt?open=512&objID=1336&parentname=CommunityPage&parentid=2&mode=2&in_hi_userid=10741&cached=true
- **Identify additional stakeholders for future Workgroup participation**
- **Review identified tasks and assignments**
- **Submit feedback and comments on discussion questions by December 9th to kwallis@manatt.com**
- **Next Meeting: December 15th or 16th (Date & Time TBD)**
 - 205 Jefferson St, Jefferson City MO 10th floor Conference Room B